



STATE OF MICHIGAN  
TERRI LYNN LAND, SECRETARY OF STATE  
DEPARTMENT OF STATE  
LANSING

**BULLETIN**

**DATE:** June 1, 2005  
**TO:** Michigan Repair Facilities and Mechanics  
**FROM:** Bureau of Regulatory Services  
**SUBJECT: TRAINING FOR REPAIR FACILITIES AND MECHANICS**

The Bureau of Regulatory Services' Program Operations Division is now offering training to help repair facility personnel understand how to comply with the Motor Vehicle Service and Repair Act and increase positive communication with customers. The trainer will demonstrate how to conduct business within the legal requirements of State law and will explain how doing so may increase the efficiency of your repair business. He will also share his extensive experience working in the repair industry as a mechanic, service advisor and service manager, and for the State as an analyst mediating customer complaints against repair facilities and mechanics. The training is **free**, and registration is first come, first served.

**What will be covered?**

- [www.Michigan.gov](http://www.Michigan.gov) Web site
- Repair Facility Manual
- Proper written estimates and final invoices
- Record keeping requirements
- Repair facility and mechanic responsibilities
- Common mistakes to avoid
- Other basic requirements

**Where will classes be held?**

Classes will be held at the Secretary of State Building (Secondary Complex), except the evening sessions indicated with footnotes on the reverse side of this bulletin. A map with directions to state office buildings is enclosed. **Picture ID is required to enter state office buildings.**

**How should interested staff register?**

Contact the Program Operations Division at **(517) 241-6850** to register.

## When will training be offered?

<u>Date</u>	<u>Day of Week</u>	<u>Times</u>
June 13	Monday	6 p.m. to 9 p.m. <sup>1</sup>
June 17	Friday	9 a.m. to Noon
June 20	Monday	2 p.m. to 5 p.m.
July 13	Wednesday	6 p.m. to 9 p.m. <sup>2</sup>
July 22	Friday	9 a.m. to Noon
August 3	Wednesday	2 p.m. to 5 p.m.
August 10	Wednesday	6 p.m. to 9 p.m. <sup>3</sup>
August 17	Wednesday	9 a.m. to Noon
August 26	Friday	9 a.m. to Noon
September 1	Thursday	9 a.m. to Noon
September 7	Wednesday	9 a.m. to Noon
September 14	Wednesday	9 a.m. to Noon
September 22	Thursday	6 p.m. to 9 p.m. <sup>1</sup>
October 7	Friday	9 a.m. to Noon
October 13	Thursday	9 a.m. to Noon
October 18	Tuesday	9 a.m. to Noon
October 26	Wednesday	9 a.m. to Noon
November 3	Thursday	9 a.m. to Noon
November 8	Tuesday	9 a.m. to Noon

## Links to online directions for evening sessions:

- Kent Career/Technical Center: [www.kc-tc.org/images/map\\_location.gif](http://www.kc-tc.org/images/map_location.gif)
- Oakland/Technical Campus Southwest:  
[www.oakland.k12.mi.us/resources/cfe/southwest/map.html](http://www.oakland.k12.mi.us/resources/cfe/southwest/map.html)
- Lansing Community College/West Campus/M-TEC: [www.lcc.edu/workforce](http://www.lcc.edu/workforce)

The Michigan Department of State is pleased to provide training opportunities for repair facility personnel. As part of the effort to enhance the registration process, plans are underway for online registration. Please check the Department of State Web site at [www.Michigan.gov/sos](http://www.Michigan.gov/sos) for updates on the availability of this feature.

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<sup>1</sup> Kent Career/Technical Center, 1655 East Beltline, N.E., Grand Rapids, 49525

<sup>2</sup> Oakland/Technical Campus Southwest, 1000 Beck Road, Wixom, 48393

<sup>3</sup> Lansing Community College/West Campus/M-TEC, 5708 Cornerstone Drive, Lansing, 48917